

Enterprise Incident Report January 2012

As of 2/23/2012

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	10 0	1 0	11 0
		Assigned to Individual Total	0 0	19 1	1 0	20 1
	Application Support	Sheri Sasaki	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - LIMS	Steven Tuttle	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	John Campbell	0 0	12 0	0 0	12 0

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			High	Low	Medium	FCR Total
Health	Application Support - MMIS	Assigned to Individual Total	0	12	0	12
			0	0	0	0
	Application Support - Oracle	Ryan Nicol	0	1	0	1
			0	0	0	0
		Tony Hess	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Application Support - WIC	Matthew Earl	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Campus Networking	David Sedei	0	1	0	1
			0	0	0	0
		Jordy Davis	0	4	0	4
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	2	0	2
	Capitol Hosting	Dale Hicks	0	1	0	1
			0	0	0	0
		Mike Tyrrell	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	1	0	2
			0	0	0	0
	Help Desk	Brenda Treadway	0	14	0	14
			0	14	0	14
		Eileen Dubach	0	5	0	5
			0	5	0	5

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			High	Low	Medium	FCR Total
Health	Help Desk	James Stearns	0	4	0	4
			0	4	0	4
		Julie VanBeekum	0	14	0	14
			0	13	0	13
		Sarah Johnson	0	4	0	4
			0	0	0	0
		Vicky Marrelli	0	21	0	21
			0	20	0	20
		Assigned to Individual Total	0	62	0	62
			0	56	0	56
	Metro A Desktop Support	Tracy VanderVaart	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Help Desk	Cindy Schroeder	0	1	0	1
			0	1	0	1
		Liz Evans	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Metro B Desktop Support	Michael Barth	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro B Help Desk	Janet Hongsyvilay	0	1	0	1
			0	1	0	1
		Val Shepherd	0	3	0	3
			0	3	0	3

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			High	Low	Medium	FCR Total
Health	Metro B Help Desk	Assigned to Individual Total	0	4	0	4
			0	4	0	4
	Metro C Help Desk	Diane Christensen	0	1	0	1
			0	1	0	1
		Karen Gross	0	1	0	1
			0	1	0	1
		Reed Stohel	0	1	0	1
			0	1	0	1
		Ross Owen	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	4	0	4
			0	4	0	4
	Metro C West Desktop Support	Cody Flanders	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Metro D Desktop Support	Eldon Jenson	0	41	1	42
			0	12	0	12
		Matthew Earl	0	10	0	10
			0	9	0	9
		Michael Schmidt	0	25	1	26
			0	0	0	0
		Paul Gedge	0	1	0	1
			0	0	0	0
		Philip Henderson	0	20	0	20
			0	20	0	20
		Steve Gibb	0	33	0	33
			0	2	0	2

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			High	Low	Medium	FCR Total
Health	Metro D Desktop Support	Tina West	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	147 43	2 0	149 43
	Metro D Help Desk	Doug Brown	0 0	58 45	0 0	58 45
		Jed Patrick	0 0	46 34	0 0	46 34
		John Robinson	0 0	32 24	0 0	32 24
		Assigned to Individual Total	0 0	136 103	0 0	136 103
	Metro D Hosting	Danny Simmons	0 0	3 1	0 0	3 1
		Randy Taylor	0 0	8 1	0 0	8 1
		Sean McMillan	0 0	2 0	0 0	2 0
		Shawn Goble	0 0	7 0	0 0	7 0
		Terry Forsgren	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	31 2	0 0	31 2
	Operations Production Control	Cal Brinton	0 0	25 1	0 0	25 1
		Christie Burnham	0 0	25 9	0 0	25 9

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			High	Low	Medium	FCR Total
Health	Operations Production Control	Duane Hardy	0	42	1	43
			0	15	0	15
		Assigned to Individual Total	0	92	1	93
			0	25	0	25
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	1	0	1
		Ron LeBaron	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Rural North Desktop Support	Don Higgs	0	3	0	3
			0	1	0	1
		Kim Ratushniak	0	6	0	6
			0	6	0	6
		Neil Smedley	0	1	0	1
			0	0	0	0
		Ruston McKay	0	13	0	13
			0	13	0	13
	Security	Ryan Casey	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	25	0	25
			0	21	0	21
	Strategic Communications	Sharon Smith	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0

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Health

			High	Low	Medium	FCR Total	
Health	Strategic Communications	Assigned to Individual Total	0 0	1 0	0 0	1 0	
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Voice Operations	Britany Finlay	0 0	2 0	0 0	2 0	
		Gail Christiansen	1 0	1 0	0 0	2 0	
		Kelly Johnson	0 0	2 0	0 0	2 0	
		Romanza Hamblin	1 0	12 12	2 0	15 12	
		Assigned to Individual Total	2 0	17 12	2 0	21 12	
		Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
	T Artis		0 0	2 0	0 0	2 0	
	Assigned to Individual Total		0 0	3 0	0 0	3 0	
	WIC Tech Support		Grace Serna	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1	
	Assigned Group Total			3 0	583 281	6 0	592 281

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Health

	High	Low	Medium	FCR Total
Customer Company Total	3 0	583 281	6 0	592 281

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Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	10 6	1 0	11 6
		Assigned to Individual Total	0 0	19 6	1 0	20 6
	Application Support	Sheri Sasaki	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - LIMS	Steven Tuttle	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - MMIS	John Campbell	0 0	12 11	0 0	12 11

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Health

			High	Low	Medium	MIR Total
Health	Application Support - MMIS	Assigned to Individual Total	0	12	0	12
			0	11	0	11
	Application Support - Oracle	Ryan Nicol	0	1	0	1
			0	1	0	1
		Tony Hess	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - WIC	Matthew Earl	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Campus Networking	David Sedei	0	1	0	1
			0	0	0	0
		Jordy Davis	0	4	0	4
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	2	0	2
	Capitol Hosting	Dale Hicks	0	1	0	1
			0	1	0	1
		Mike Tyrrell	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	1	0	2
			0	1	0	1
	Help Desk	Brenda Treadway	0	14	0	14
			0	1	0	1
		Eileen Dubach	0	5	0	5
			0	0	0	0

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Health

			High	Low	Medium	MIR Total
Health	Help Desk	James Stearns	0 0	4 1	0 0	4 1
		Julie VanBeekum	0 0	14 1	0 0	14 1
		Sarah Johnson	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	21 0	0 0	21 0
		Assigned to Individual Total	0 0	62 3	0 0	62 3
	Metro A Desktop Support	Tracy VanderVaart	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Help Desk	Cindy Schroeder	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Michael Barth	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
Health	Metro B Help Desk	Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Help Desk	Diane Christensen	0	1	0	1
			0	0	0	0
		Karen Gross	0	1	0	1
			0	0	0	0
		Reed Stohel	0	1	0	1
			0	0	0	0
		Ross Owen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C West Desktop Support	Cody Flanders	0	6	0	6
			0	1	0	1
		Assigned to Individual Total	0	6	0	6
			0	1	0	1
	Metro D Desktop Support	Eldon Jenson	0	41	1	42
			0	3	0	3
		Matthew Earl	0	10	0	10
			0	0	0	0
		Michael Schmidt	0	25	1	26
			0	1	0	1
		Paul Gedge	0	1	0	1
			0	1	0	1
		Philip Henderson	0	20	0	20
			0	3	0	3
		Steve Gibb	0	33	0	33
			0	8	0	8

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Health

			High	Low	Medium	MIR Total
Health	Metro D Desktop Support	Tina West	0 0	17 3	0 0	17 3
		Assigned to Individual Total	0 0	147 19	2 0	149 19
	Metro D Help Desk	Doug Brown	0 0	58 2	0 0	58 2
		Jed Patrick	0 0	46 1	0 0	46 1
		John Robinson	0 0	32 0	0 0	32 0
		Assigned to Individual Total	0 0	136 3	0 0	136 3
	Metro D Hosting	Danny Simmons	0 0	3 0	0 0	3 0
		Randy Taylor	0 0	8 1	0 0	8 1
		Sean McMillan	0 0	2 1	0 0	2 1
		Shawn Goble	0 0	7 3	0 0	7 3
		Terry Forsgren	0 0	11 6	0 0	11 6
		Assigned to Individual Total	0 0	31 11	0 0	31 11
	Operations Production Control	Cal Brinton	0 0	25 0	0 0	25 0
		Christie Burnham	0 0	25 3	0 0	25 3

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Health

			High	Low	Medium	MIR Total
Health	Operations Production Control	Duane Hardy	0 0	42 3	1 0	43 3
		Assigned to Individual Total	0 0	92 6	1 0	93 6
	Rural Central Desktop Support	Paul Petersen	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Rural North Desktop Support	Don Higgs	0 0	3 0	0 0	3 0
		Kim Ratushniak	0 0	6 0	0 0	6 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	13 0	0 0	13 0
		Ryan Casey	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	25 2	0 0	25 2
	Security	Sharon Smith	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MIR Total
Health	Strategic Communications	Assigned to Individual Total	0 0	1 0	0 0	1 0
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	2 0	0 0	2 0
		Gail Christiansen	1 0	1 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin	1 0	12 0	2 0	15 0
		Assigned to Individual Total	2 0	17 0	2 0	21 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	WIC Tech Support	Grace Serna	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		3 0	583 70	6 0	592 70

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Health

	High	Low	Medium	MIR Total
Customer Company Total	30	58370	60	59270

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Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Health	Application Services	Danielle Hood	0 0.00	1 0.37	0 0.00	1 0.37
		Dustin Crump	0 0.00	4 0.22	0 0.00	4 0.22
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Lundell	0 0.00	3 0.18	0 0.00	3 0.18
		Tony Larsen	0 0.00	10 8.04	1 0.68	11 7.37
		Assigned to Individual Total	0 0.00	19 4.32	1 0.68	20 4.14
	Application Support	Sheri Sasaki	0 0.00	1 474.34	0 0.00	1 474.34
		Assigned to Individual Total	0 0.00	1 474.34	0 0.00	1 474.34
	Application Support - LIMS	Steven Tuttle	0 0.00	1 1.42	0 0.00	1 1.42
		Assigned to Individual Total	0 0.00	1 1.42	0 0.00	1 1.42
	Application Support - MMIS	John Campbell	0 0.00	12 112.66	0 0.00	12 112.66

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			High	Low	Medium	ATTIR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0.00	12 112.66	0 0.00	12 112.66
	Application Support - Oracle	Ryan Nicol	0 0.00	1 1.75	0 0.00	1 1.75
		Tony Hess	0 0.00	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	0 0.00	2 1.21	0 0.00	2 1.21
	Application Support - WIC	Matthew Earl	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Campus Networking	David Sedei	0 0.00	1 0.69	0 0.00	1 0.69
		Jordy Davis	0 0.00	4 2.25	0 0.00	4 2.25
		Assigned to Individual Total	0 0.00	5 1.94	0 0.00	5 1.94
	Capitol Hosting	Dale Hicks	0 0.00	1 1.28	0 0.00	1 1.28
		Mike Tyrrell	1 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 1.28	0 0.00	2 0.64
	Help Desk	Brenda Treadway	0 0.00	14 0.07	0 0.00	14 0.07
		Eileen Dubach	0 0.00	5 0.05	0 0.00	5 0.05

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			High	Low	Medium	ATTIR Total
Health	Help Desk	James Stearns	0 0.00	4 0.39	0 0.00	4 0.39
		Julie VanBeekum	0 0.00	14 0.26	0 0.00	14 0.26
		Sarah Johnson	0 0.00	4 0.29	0 0.00	4 0.29
		Vicky Marrelli	0 0.00	21 0.08	0 0.00	21 0.08
		Assigned to Individual Total	0 0.00	62 0.15	0 0.00	62 0.15
	Metro A Desktop Support	Tracy VanderVaart	0 0.00	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	0 0.00	1 0.49	0 0.00	1 0.49
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro B Desktop Support	Michael Barth	0 0.00	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total	0 0.00	2 0.49	0 0.00	2 0.49
	Metro B Help Desk	Janet Hongsyvilay	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00

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			High	Low	Medium	ATTIR Total
Health	Metro B Help Desk	Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Karen Gross	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	6 0.57	0 0.00	6 0.57
		Assigned to Individual Total	0 0.00	6 0.57	0 0.00	6 0.57
	Metro D Desktop Support	Eldon Jenson	0 0.00	41 0.31	1 0.35	42 0.31
		Matthew Earl	0 0.00	10 0.02	0 0.00	10 0.02
		Michael Schmidt	0 0.00	25 0.47	1 0.45	26 0.47
		Paul Gedge	0 0.00	1 3.39	0 0.00	1 3.39
		Philip Henderson	0 0.00	20 0.34	0 0.00	20 0.34
		Steve Gibb	0 0.00	33 0.60	0 0.00	33 0.60

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			High	Low	Medium	ATTIR Total
Health	Metro D Desktop Support	Tina West	0 0.00	17 0.61	0 0.00	17 0.61
		Assigned to Individual Total	0 0.00	147 0.44	2 0.40	149 0.44
	Metro D Help Desk	Doug Brown	0 0.00	58 0.12	0 0.00	58 0.12
		Jed Patrick	0 0.00	46 0.18	0 0.00	46 0.18
		John Robinson	0 0.00	32 0.07	0 0.00	32 0.07
		Assigned to Individual Total	0 0.00	136 0.13	0 0.00	136 0.13
	Metro D Hosting	Danny Simmons	0 0.00	3 0.49	0 0.00	3 0.49
		Randy Taylor	0 0.00	8 0.42	0 0.00	8 0.42
		Sean McMillan	0 0.00	2 0.90	0 0.00	2 0.90
		Shawn Goble	0 0.00	7 0.64	0 0.00	7 0.64
		Terry Forsgren	0 0.00	11 1.27	0 0.00	11 1.27
		Assigned to Individual Total	0 0.00	31 0.81	0 0.00	31 0.81
	Operations Production Control	Cal Brinton	0 0.00	25 0.25	0 0.00	25 0.25
		Christie Burnham	0 0.00	25 0.27	0 0.00	25 0.27

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Health

			High	Low	Medium	ATTIR Total
Health	Operations Production Control	Duane Hardy	0 0.00	42 0.26	1 0.41	43 0.26
		Assigned to Individual Total	0 0.00	92 0.26	1 0.41	93 0.26
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 1.00	0 0.00	1 1.00
		Ron LeBaron	0 0.00	1 1.65	0 0.00	1 1.65
		Assigned to Individual Total	0 0.00	2 1.33	0 0.00	2 1.33
	Rural North Desktop Support	Don Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Kim Ratushniak	0 0.00	6 0.00	0 0.00	6 0.00
		Neil Smedley	0 0.00	1 0.30	0 0.00	1 0.30
		Ruston McKay	0 0.00	13 0.00	0 0.00	13 0.00
		Ryan Casey	0 0.00	2 1.42	0 0.00	2 1.42
		Assigned to Individual Total	0 0.00	25 0.13	0 0.00	25 0.13
	Security	Sharon Smith	0 0.00	2 0.81	0 0.00	2 0.81
		Assigned to Individual Total	0 0.00	2 0.81	0 0.00	2 0.81
	Strategic Communications	Dennis Rogers	0 0.00	1 0.63	0 0.00	1 0.63

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Health

			High	Low	Medium	ATTIR Total
Health	Strategic Communications	Assigned to Individual Total	0 0.00	1 0.63	0 0.00	1 0.63
	USIIS Outreach	Lisa Young	0 0.00	1 0.84	0 0.00	1 0.84
		Assigned to Individual Total	0 0.00	1 0.84	0 0.00	1 0.84
	Voice Operations	Britany Finlay	0 0.00	2 0.03	0 0.00	2 0.03
		Gail Christiansen	1 0.08	1 0.16	0 0.00	2 0.12
		Kelly Johnson	0 0.00	2 0.29	0 0.00	2 0.29
		Romanza Hamblin	1 0.12	12 0.16	2 0.00	15 0.14
		Assigned to Individual Total	2 0.10	17 0.16	2 0.00	21 0.14
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.15	0 0.00	1 0.15
		T Artis	0 0.00	2 0.27	0 0.00	2 0.27
		Assigned to Individual Total	0 0.00	3 0.23	0 0.00	3 0.23
	WIC Tech Support	Grace Serna	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		3 0.07	583 3.57	6 0.32	592 3.52

Enterprise Incident Report January 2012

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Health

	High	Low	Medium	ATTIR Total
Customer Company Total	3 0.07	583 3.57	6 0.32	592 3.52

Enterprise Incident Report January 2012

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Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Health	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	10 1	1 0	11 1
		Assigned to Individual Total	0 0	19 2	1 0	20 2
	Application Support	Sheri Sasaki	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - LIMS	Steven Tuttle	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - MMIS	John Campbell	0 0	12 8	0 0	12 8

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Health

			High	Low	Medium	MR Total
Health	Application Support - MMIS	Assigned to Individual Total	0	12	0	12
			0	8	0	8
	Application Support - Oracle	Ryan Nicol	0	1	0	1
			0	0	0	0
		Tony Hess	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Application Support - WIC	Matthew Earl	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Campus Networking	David Sedei	0	1	0	1
			0	0	0	0
		Jordy Davis	0	4	0	4
			0	3	0	3
		Assigned to Individual Total	0	5	0	5
			0	3	0	3
	Capitol Hosting	Dale Hicks	0	1	0	1
			0	1	0	1
		Mike Tyrrell	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	1	0	2
			0	1	0	1
	Help Desk	Brenda Treadway	0	14	0	14
			0	0	0	0
		Eileen Dubach	0	5	0	5
			0	0	0	0

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Health

			High	Low	Medium	MR Total
Health	Help Desk	James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	14 0	0 0	14 0
		Sarah Johnson	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	21 0	0 0	21 0
		Assigned to Individual Total	0 0	62 0	0 0	62 0
	Metro A Desktop Support	Tracy VanderVaart	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro A Help Desk	Cindy Schroeder	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Michael Barth	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	3 0	0 0	3 0

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Health

			High	Low	Medium	MR Total
Health	Metro B Help Desk	Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Help Desk	Diane Christensen	0	1	0	1
			0	0	0	0
		Karen Gross	0	1	0	1
			0	0	0	0
		Reed Stohel	0	1	0	1
			0	0	0	0
		Ross Owen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C West Desktop Support	Cody Flanders	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	6	0	6
			0	0	0	0
	Metro D Desktop Support	Eldon Jenson	0	41	1	42
			0	2	0	2
		Matthew Earl	0	10	0	10
			0	0	0	0
		Michael Schmidt	0	25	1	26
			0	4	1	5
		Paul Gedge	0	1	0	1
			0	0	0	0
		Philip Henderson	0	20	0	20
			0	2	0	2
		Steve Gibb	0	33	0	33
			0	3	0	3

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Health

			High	Low	Medium	MR Total
Health	Metro D Desktop Support	Tina West	0 0	17 1	0 0	17 1
		Assigned to Individual Total	0 0	147 12	2 1	149 13
	Metro D Help Desk	Doug Brown	0 0	58 0	0 0	58 0
		Jed Patrick	0 0	46 2	0 0	46 2
		John Robinson	0 0	32 0	0 0	32 0
		Assigned to Individual Total	0 0	136 2	0 0	136 2
	Metro D Hosting	Danny Simmons	0 0	3 0	0 0	3 0
		Randy Taylor	0 0	8 3	0 0	8 3
		Sean McMillan	0 0	2 0	0 0	2 0
		Shawn Goble	0 0	7 0	0 0	7 0
		Terry Forsgren	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	31 3	0 0	31 3
	Operations Production Control	Cal Brinton	0 0	25 0	0 0	25 0
		Christie Burnham	0 0	25 0	0 0	25 0

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Health

			High	Low	Medium	MR Total
Health	Operations Production Control	Duane Hardy	0 0	42 0	1 0	43 0
		Assigned to Individual Total	0 0	92 0	1 0	93 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Don Higgs	0 0	3 0	0 0	3 0
		Kim Ratuszniak	0 0	6 0	0 0	6 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	13 0	0 0	13 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	25 0	0 0	25 0
	Security	Sharon Smith	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MR Total
Health	Strategic Communications	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	USIIS Outreach	Lisa Young	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Britany Finlay	0	2	0	2
			0	0	0	0
		Gail Christiansen	1	1	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Romanza Hamblin	1	12	2	15
			0	0	0	0
		Assigned to Individual Total	2	17	2	21
			0	0	0	0
	Voice/Data/WAN Services	Mike Johnson	0	1	0	1
			0	0	0	0
		T Artis	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	WIC Tech Support	Grace Serna	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Assigned Group Total		3	583	6	592
			0	33	1	34

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Health

	High	Low	Medium	MR Total
Customer Company Total	30	58333	61	59234

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Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Danielle Hood	0 0.00	1 19.89	0 0.00	1 19.89
		Dustin Crump	0 0.00	4 0.84	0 0.00	4 0.84
		Martin Gonzalez	0 0.00	1 0.07	0 0.00	1 0.07
		Paul Lundell	0 0.00	3 0.73	0 0.00	3 0.73
		Tony Larsen	0 0.00	10 18.16	1 0.69	11 16.57
		Assigned to Individual Total	0 0.00	19 10.90	1 0.69	20 10.39
	Application Support	Sheri Sasaki	0 0.00	1 474.34	0 0.00	1 474.34
		Assigned to Individual Total	0 0.00	1 474.34	0 0.00	1 474.34
	Application Support - LIMS	Steven Tuttle	0 0.00	1 22.98	0 0.00	1 22.98
		Assigned to Individual Total	0 0.00	1 22.98	0 0.00	1 22.98
	Application Support - MMIS	John Campbell	0 0.00	12 373.57	0 0.00	12 373.57

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Health

			High	Low	Medium	ATTR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0.00	12 373.57	0 0.00	12 373.57
	Application Support - Oracle	Ryan Nicol	0 0.00	1 1.75	0 0.00	1 1.75
		Tony Hess	0 0.00	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	0 0.00	2 1.21	0 0.00	2 1.21
	Application Support - WIC	Matthew Earl	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Campus Networking	David Sedei	0 0.00	1 0.72	0 0.00	1 0.72
		Jordy Davis	0 0.00	4 53.49	0 0.00	4 53.49
		Assigned to Individual Total	0 0.00	5 42.94	0 0.00	5 42.94
	Capitol Hosting	Dale Hicks	0 0.00	1 17.39	0 0.00	1 17.39
		Mike Tyrrell	1 1.09	0 0.00	0 0.00	1 1.09
		Assigned to Individual Total	1 1.09	1 17.39	0 0.00	2 9.24
	Help Desk	Brenda Treadway	0 0.00	14 0.10	0 0.00	14 0.10
		Eileen Dubach	0 0.00	5 0.05	0 0.00	5 0.05

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Health

			High	Low	Medium	ATTR Total
Health	Help Desk	James Stearns	0 0.00	4 0.39	0 0.00	4 0.39
		Julie VanBeekum	0 0.00	14 0.33	0 0.00	14 0.33
		Sarah Johnson	0 0.00	4 2.16	0 0.00	4 2.16
		Vicky Marrelli	0 0.00	21 0.12	0 0.00	21 0.12
		Assigned to Individual Total	0 0.00	62 0.31	0 0.00	62 0.31
	Metro A Desktop Support	Tracy VanderVaart	0 0.00	1 3.84	0 0.00	1 3.84
		Assigned to Individual Total	0 0.00	1 3.84	0 0.00	1 3.84
	Metro A Help Desk	Cindy Schroeder	0 0.00	1 0.37	0 0.00	1 0.37
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.18	0 0.00	2 0.18
	Metro B Desktop Support	Michael Barth	0 0.00	2 1.25	0 0.00	2 1.25
		Assigned to Individual Total	0 0.00	2 1.25	0 0.00	2 1.25
	Metro B Help Desk	Janet Hongsyvilay	0 0.00	1 0.02	0 0.00	1 0.02
		Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00

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Health

			High	Low	Medium	ATTR Total
Health	Metro B Help Desk	Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Karen Gross	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	6 0.81	0 0.00	6 0.81
		Assigned to Individual Total	0 0.00	6 0.81	0 0.00	6 0.81
	Metro D Desktop Support	Eldon Jenson	0 0.00	41 1.73	1 0.54	42 1.71
		Matthew Earl	0 0.00	10 0.17	0 0.00	10 0.17
		Michael Schmidt	0 0.00	25 2.91	1 4.59	26 2.97
		Paul Gedge	0 0.00	1 3.39	0 0.00	1 3.39
		Philip Henderson	0 0.00	20 2.01	0 0.00	20 2.01
		Steve Gibb	0 0.00	33 2.99	0 0.00	33 2.99

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Health

			High	Low	Medium	ATTR Total
Health	Metro D Desktop Support	Tina West	0 0.00	17 2.42	0 0.00	17 2.42
		Assigned to Individual Total	0 0.00	147 2.24	2 2.56	149 2.24
	Metro D Help Desk	Doug Brown	0 0.00	58 0.13	0 0.00	58 0.13
		Jed Patrick	0 0.00	46 2.48	0 0.00	46 2.48
		John Robinson	0 0.00	32 0.09	0 0.00	32 0.09
		Assigned to Individual Total	0 0.00	136 0.92	0 0.00	136 0.92
	Metro D Hosting	Danny Simmons	0 0.00	3 0.58	0 0.00	3 0.58
		Randy Taylor	0 0.00	8 4.77	0 0.00	8 4.77
		Sean McMillan	0 0.00	2 2.10	0 0.00	2 2.10
		Shawn Goble	0 0.00	7 1.50	0 0.00	7 1.50
		Terry Forsgren	0 0.00	11 1.63	0 0.00	11 1.63
		Assigned to Individual Total	0 0.00	31 2.34	0 0.00	31 2.34
	Operations Production Control	Cal Brinton	0 0.00	25 0.26	0 0.00	25 0.26
		Christie Burnham	0 0.00	25 0.30	0 0.00	25 0.30

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Health

			High	Low	Medium	ATTR Total
Health	Operations Production Control	Duane Hardy	0 0.00	42 0.36	1 0.49	43 0.36
		Assigned to Individual Total	0 0.00	92 0.31	1 0.49	93 0.32
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 2.18	0 0.00	1 2.18
		Ron LeBaron	0 0.00	1 1.65	0 0.00	1 1.65
		Assigned to Individual Total	0 0.00	2 1.91	0 0.00	2 1.91
	Rural North Desktop Support	Don Higgs	0 0.00	3 1.69	0 0.00	3 1.69
		Kim Ratushniak	0 0.00	6 0.00	0 0.00	6 0.00
		Neil Smedley	0 0.00	1 1.34	0 0.00	1 1.34
		Ruston McKay	0 0.00	13 0.18	0 0.00	13 0.18
		Ryan Casey	0 0.00	2 1.42	0 0.00	2 1.42
		Assigned to Individual Total	0 0.00	25 0.46	0 0.00	25 0.46
	Security	Sharon Smith	0 0.00	2 2.22	0 0.00	2 2.22
		Assigned to Individual Total	0 0.00	2 2.22	0 0.00	2 2.22
	Strategic Communications	Dennis Rogers	0 0.00	1 2.09	0 0.00	1 2.09

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Health

			High	Low	Medium	ATTR Total
Health	Strategic Communications	Assigned to Individual Total	0 0.00	1 2.09	0 0.00	1 2.09
	USIIS Outreach	Lisa Young	0 0.00	1 3.24	0 0.00	1 3.24
		Assigned to Individual Total	0 0.00	1 3.24	0 0.00	1 3.24
	Voice Operations	Britany Finlay	0 0.00	2 0.75	0 0.00	2 0.75
		Gail Christiansen	1 0.08	1 0.16	0 0.00	2 0.12
		Kelly Johnson	0 0.00	2 2.35	0 0.00	2 2.35
		Romanza Hamblin	1 0.14	12 0.77	2	15 0.72
		Assigned to Individual Total	2 0.11	17 0.92	2	21 0.83
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.68	0 0.00	1 0.68
		T Artis	0 0.00	2 0.67	0 0.00	2 0.67
		Assigned to Individual Total	0 0.00	3 0.67	0 0.00	3 0.67
	WIC Tech Support	Grace Serna	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		3 0.44	583 10.43	6 1.58	592 10.32

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Health

	High	Low	Medium	ATTR Total
Customer Company Total	3 0.44	583 10.43	6 1.58	592 10.32

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Health

Detail

INC000000271897	Amber Kelly Application Support - MMIS	Application John Campbell	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed	1.97 1905.31
INC000000335879	Julie Mark Application Support - MMIS	Mainframe John Campbell	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed	478.41 1185.22
INC000000380942	Rick Sorenson Application Support - MMIS	Mainframe John Campbell	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed	678.04 678.04
INC000000396860	Anita Hall Application Support - MMIS	Application John Campbell	Error Health	Medicaid Managed Information : Low	TIR Missed: No Closed	0.53 510.38
INC000000401877	John Jennings Application Services	Application Tony Larsen	None Health	Novell GroupWise Low	TIR Missed: Yes Closed	1.94 3.60
INC000000410341	Barbara Jepson Application Services	Application Tony Larsen	Error Health	Novell GroupWise Low	TIR Missed: Yes Closed	69.40 160.89
INC000000413491	Aaron Eliason Metro D Desktop Support	Application Michael Schmidt	None Health	Microsoft Word Low	TIR Missed: No Closed	0.29 1.57
INC000000413785	Paula McGuire Application Support	PC/Laptop Sheri Sasaki	Performance Health	None Low	TIR Missed: Yes Closed	474.34 474.34
INC000000422213	Amy Becerra Metro D Desktop Support	Application Philip Henderson	Error Health	None Low	TIR Missed: No Closed	0.12 7.11
INC000000432121	Darin Dennis Metro D Desktop Support	PC/Laptop Michael Schmidt	Hardware Health	None Low	TIR Missed: No Closed	0.52 0.75
INC000000432925	Janet Scarlet Metro D Desktop Support	Application Steve Gibb	Error Health	Adobe InDesign Low	TIR Missed: No Closed	0.28 1.12
INC000000433553	Paula McGuire Metro D Hosting	Application Terry Forsgren	Error Health	None Low	TIR Missed: Yes Closed	1.50 4.19
INC000000434079	Annette Leonard Application Support - MMIS	Application John Campbell	Error Health	Medicaid Managed Information : Low	TIR Missed: Yes Closed	83.48 83.48
INC000000434445	Brady Kerkman Metro D Desktop Support	Application Tina West	Error Health	Internet Explorer Low	TIR Missed: No Closed	0.05 1.19
INC000000435133	Heather Rich Metro D Desktop Support	Network Michael Schmidt	Error Health	None Low	TIR Missed: Yes Closed	1.26 2.56
INC000000435186	Iona Thraen Metro D Help Desk	Network Jed Patrick	None Health	Novell Client for 32-bit Windows Low	TIR Missed: Yes Closed	1.62 59.46

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Health

INC000000435357	Brenda Robinson	Application	Error	Medicaid Managed Information	TIR Missed: Yes	59.11
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: Yes	64.65
INC000000435438	Teresa Whiting	Network	Error	None	TIR Missed: Yes	1.48
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.63
INC000000435504	Jan Kilpack	PC/Laptop	Error	None	TIR Missed: No	0.39
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.25
INC000000436584	Rick Sorenson	Telecom	Feature	Telephone	TIR Missed: No	0.32
	Voice Operations	Kelly Johnson	Health	Low Closed	TTR Missed: No	1.67
INC000000436664	Michelle Lewis	PC/Laptop	Performance	None	TIR Missed: No	0.64
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.17
INC000000437056	Mary Nance	Application	Error	Medicaid Managed Information	TIR Missed: Yes	37.64
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: Yes	37.64
INC000000437616	Kara Verner	Network	Error	None	TIR Missed: No	0.63
	Campus Networking	Jordy Davis	Health	Low Closed	TTR Missed: Yes	106.39
INC000000437696	Kim Hogan	None	None	None	TIR Missed: Yes	1.49
	Metro C West Desktop Support	Cody Flanders	Health	Low Closed	TTR Missed: No	1.68
INC000000437750	Debbie Snyder	None	None	None	TIR Missed: No	0.89
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.89
INC000000437996	Joshua Legler	None	None	None	TIR Missed: No	0.00
	Capitol Hosting	Mike Tyrrell	Health	High Closed	TTR Missed: No	1.09
INC000000438010	Bradey Blickfeldt	None	None	None	TIR Missed: No	0.61
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.61
INC000000438087	Phyllis Crowley	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000438101	Janet Scarlet	Application	Password	DOHNET	TIR Missed: Yes	2.03
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: Yes	9.00
INC000000438110	John Jennings	Network	Error	None	TIR Missed: Yes	1.45
	Metro D Hosting	Shawn Goble	Health	Low Closed	TTR Missed: No	3.67
INC000000438112	Debora DiRusso	Application	Error	DOHNET	TIR Missed: No	0.81
	Security	Sharon Smith	Health	Low Closed	TTR Missed: No	2.88
INC000000438141	Michelle A Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000438160	Gayle Wood	Application	Error	Internet Explorer	TIR Missed: No	0.44
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.45

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Health

INC000000438175	Brenda Bryant Metro D Help Desk	Network John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438180	Jelena Pasalic Metro D Desktop Support	Application Steve Gibb	Password Health	DOHNET Low	TIR Missed: Yes TTR Missed: No	1.43 3.88
INC000000438229	Nanette Waters Operations Production Control	Mainframe Cal Brinton	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000438230	Nanette Waters Operations Production Control	Mainframe Cal Brinton	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.49 0.49
INC000000438249	Janet Scarlet Help Desk	Application Brenda Treadway	Password Health	Utah Master Directory Low	TIR Missed: Yes TTR Missed: No	1.03 1.35
INC000000438272	Dean Penovich Metro D Hosting	Application Shawn Goble	Error Health	DOHNET Low	TIR Missed: Yes TTR Missed: No	1.13 4.30
INC000000438288	Debora DiRusso Security	Application Sharon Smith	Password Health	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.81 1.55
INC000000438301	Marsha Latham Metro D Hosting	Application Terry Forsgren	Error Health	None Low	TIR Missed: No TTR Missed: No	0.96 1.04
INC000000438336	Jason Mott Voice Operations	Telecom Romanza Hamblin	Voice Mail Health	Telephone Low	TIR Missed: No TTR Missed: No	0.06 0.14
INC000000438362	Mary Kienitz Help Desk	Application Vicky Marrelli	Error Health	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438364	Nanette Waters Operations Production Control	Application Christie Burnham	Password Health	BlueZone Low	TIR Missed: No TTR Missed: No	0.22 0.24
INC000000438386	Rett Hansen Metro B Desktop Support	Network Michael Barth	Performance Health	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.71 0.72
INC000000438393	Janell Hall Metro D Desktop Support	Application Steve Gibb	None Health	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.14 1.07
INC000000438395	Autumn Gardner Metro D Help Desk	Application Jed Patrick	Error Health	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000438422	Cynthia Robison Metro D Desktop Support	Application Michael Schmidt	Error Health	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.45 3.47
INC000000438425	Nghia Nguyen Help Desk	Application Vicky Marrelli	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000438431	Jack Oman Metro D Hosting	Application Terry Forsgren	Password Health	DOHNET Low	TIR Missed: Yes TTR Missed: No	2.32 2.41

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Health

INC000000438487	Janine Whaley	Application	Password	DOHNET		TIR Missed: Yes	1.92
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	2.08
INC000000438515	Katie Shields	Mainframe	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000438547	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.07
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.08
INC000000438555	Jackie Gerber	Application	Password	Medicaid Managed Information :		TIR Missed: Yes	1.25
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	1.40
INC000000438599	Tanayia Pomikala	Application	Error	DOHNET		TIR Missed: No	0.05
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: Yes	10.45
INC000000438612	Teresa Whiting	Mobile Devices	Error	Ipads		TIR Missed: No	0.36
	Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	2.59
INC000000438620	Paul Patrick	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000438622	Amy Melton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000438630	Carol Keller	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000438687	Iona Thraen	Application	Error	Novell GroupWise		TIR Missed: No	0.34
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.50
INC000000438697	Julie Peterson Moore	Application	Password	Medicaid Managed Information :		TIR Missed: No	0.50
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.61
INC000000438764	Lisa DuPray	Application	Error	BMI		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000438769	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.10
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.10
INC000000438807	Lainie Harris	Application	Password	None		TIR Missed: No	0.91
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.50
INC000000438808	Kathy Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000438816	Julie Peterson Moore	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Health	Low	Closed	TTR Missed: No	0.00
INC000000438887	Amanda Sok	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000438922	Elizabeth McElreath	Application	Error	BMI		TIR Missed: Yes	1.47
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	4.72
INC000000438926	Rebecca Ward	Server	Error	None		TIR Missed: Yes	1.03
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: Yes	9.46
INC000000438929	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: Yes	1.40
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	1.42
INC000000438961	Janell Hall	Application	Reporting	Citrix ICA Client		TIR Missed: No	0.79
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.70
INC000000438964	Carol Rasmussen	Application	Error	Novell GroupWise		TIR Missed: Yes	1.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.42
INC000000438975	Tricia Schmidt	Network	Password	None		TIR Missed: No	0.22
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.48
INC000000438990	John Slade	Application	Error	Novell GroupWise		TIR Missed: No	0.68
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.25
INC000000439027	Stephanie Robinson	Application	Error	None		TIR Missed: No	0.40
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: Yes	8.33
INC000000439063	Ken Pena	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.07
INC000000439212	Shannon Skiles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000439235	Richard Cumba	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.00
INC000000439236	Annette Leonard	Application	Error	ZENworks for Desktops		TIR Missed: No	0.33
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.63
INC000000439306	Lisa Jacobsen	PC/Laptop	Password	None		TIR Missed: No	0.16
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.72
INC000000439310	Patsy Buchmiller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000439320	Nanette Waters	None	None	None		TIR Missed: No	0.26
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.42
INC000000439332	Rick Sorenson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000439365	Tori Welling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.80

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Health

INC000000439380	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.36
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.40
INC000000439388	Patrice Morley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.18
INC000000439464	Jerry Carlile	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.67
INC000000439484	Debra Miller	Application	Password	Utah Statewide Immunization In		TIR Missed: No	0.84
	USIIS Outreach	Lisa Young	Health	Low	Closed	TTR Missed: No	3.24
INC000000439494	Judy Harris	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000439544	Nanette Waters	None	None	None		TIR Missed: No	0.21
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.52
INC000000439550	John W Miller	Application	Error	Dentrix		TIR Missed: No	0.84
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	1.66
INC000000439562	Cynthia Robison	Application	Error	None		TIR Missed: No	0.45
	Metro D Desktop Support	Michael Schmidt	Health	Medium	Closed	TTR Missed: Yes	4.59
INC000000439644	Stephanie Laird	Application	Password	Novell GroupWise		TIR Missed: No	0.80
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.80
INC000000439645	Kathy Hills	Mainframe	Error	Medicaid Managed Care System		TIR Missed: No	0.41
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.41
INC000000439648	Peggy Montague	Application	Error	Novell GroupWise		TIR Missed: No	0.67
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.32
INC000000439658	Pam Kerby	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.66
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.66
INC000000439684	Carol Keller	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000439703	Sally Valdez	Application	Error	Medicaid Managed Information :		TIR Missed: Yes	1.05
	Application Support - MMIS	John Campbell	Health	Low	Closed	TTR Missed: Yes	6.46
INC000000439706	Stephanie Laird	Application	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.92
INC000000439722	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.08
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.08
INC000000439758	Marcia Feldkamp	PC/Laptop	Performance	None		TIR Missed: No	0.71
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.71

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Health

INC000000439781	Jacob L Crook	Mobile Devices	None	Ipads		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00	
INC000000439859	Julie Olsen	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.08
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.47	
INC000000439894	Tina Johnson	Application	Error	Citrix ICA Client		TIR Missed: No	0.19
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.71	
INC000000440002	Ioana Tooala	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Health	Low	Closed	TTR Missed: No	0.02	
INC000000440046	Broc Christensen	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440049	John Slade	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440051	John Slade	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440054	Caryn Slack	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440055	Caryn Slack	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440142	Sarah Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440158	Karen Ford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440162	Karen Ford	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.37
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.44	
INC000000440191	Jennifer Wiser	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440202	Audra Solovi	Print/Copy/Scan/Fax	Incident	Novell GroupWise		TIR Missed: No	0.11
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.12	
INC000000440241	Debra Miller	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00	
INC000000440328	Deborah Kim	Application	Error	None		TIR Missed: No	0.87
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.48	
INC000000440395	Rhonda Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00	

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Health

INC000000440440	Janel Jorgenson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.06
INC000000440457	Jerilin Nunu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000440466	Chris Peper	None	None	None		TIR Missed: No	0.42
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.42
INC000000440476	Richard Cumba	Application	None	Novell GroupWise		TIR Missed: Yes	1.03
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.10
INC000000440507	Robert Burr	None	None	None		TIR Missed: No	0.69
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.20
INC000000440519	Joyce Vigil	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000440528	Joyce Vigil	Mainframe	Password	BlueZone		TIR Missed: Yes	1.25
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	1.33
INC000000440572	Simon Bolivar	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000440574	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.68
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.77
INC000000440632	Amy Schouten	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000440700	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.48
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.96
INC000000440729	Charla Haley	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000440865	Jeff Painter	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000440868	Jennefer Brynjulfson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000440870	Rett Hansen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000441014	Jennifer Markos	Application	Password	Citrix ICA Client		TIR Missed: Yes	1.16
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.26
INC000000441021	Ana Vazquez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000441028	Lori Lovett	Telecom	Coverage Path	Telephone		TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Health	High	Closed	TTR Missed: No	0.08
INC000000441042	Kelli Bradshaw	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.07
INC000000441057	Jennefer Brynjulfson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Closed	TTR Missed: No	1.15
INC000000441067	Julia Hall	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.61
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.68
INC000000441103	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.27
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.31
INC000000441149	Jonathan Anderson	None	None	None		TIR Missed: No	0.03
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.28
INC000000441196	Richard Cumba	Network	Error	None		TIR Missed: Yes	3.39
	Metro D Desktop Support	Paul Gedge	Health	Low	Closed	TTR Missed: No	3.39
INC000000441288	Jacob (Jake) J. Fitiseman	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000441317	Kim Hogan	None	None	None		TIR Missed: No	0.32
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.51
INC000000441326	Nanette Waters	None	None	None		TIR Missed: No	0.39
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.39
INC000000441344	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000441365	Jennifer Mayfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.41
INC000000441381	Janine Whaley	Application	Password	Utah Master Directory		TIR Missed: Yes	1.56
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	1.56
INC000000441441	Ana Vazquez	Application	Error	BMI		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000441454	Tina Bohannon	Application	Reporting	None		TIR Missed: Yes	1.77
	Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed: No	1.77
INC000000441471	Paola Velez	Application	Error	Vision		TIR Missed: No	0.00
	WIC Tech Support	Grace Serna	Health	Low	Closed	TTR Missed: No	0.00
INC000000441507	Ruth Fullmer	Telecom	None	Telephone		TIR Missed: No	0.45
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.45

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Health

INC000000441514	Annette Leonard	None	None	BlueZone		TIR Missed: No	0.25
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.26
INC000000441516	Rita Ramirez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000441531	Annette Leonard	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000441573	Melissa Leak	None	None	None		TIR Missed: Yes	1.27
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.27
INC000000441583	Nanette Waters	None	None	None		TIR Missed: No	0.66
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.66
INC000000441773	Kimra Goble	Storage	None	None		TIR Missed: No	0.00
	Metro D Hosting	Shawn Goble	Health	Low	Closed	TTR Missed: No	0.06
INC000000441817	Walt Torres	Application	Error	None		TIR Missed: No	0.22
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.86
INC000000441900	David Davis	Server	Error	None		TIR Missed: Yes	1.28
	Capitol Hosting	Dale Hicks	Health	Low	Closed	TTR Missed: Yes	17.39
INC000000441905	Sanwat Chaudhuri	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000441909	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.33
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.33
INC000000441959	Nan Streeter	Application	Error	None		TIR Missed: No	0.30
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.34
INC000000441981	Christine Warren	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000441991	Charla Haley	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000442096	Debbie Snyder	Network	Incident	None		TIR Missed: No	0.92
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.92
INC000000442107	Marisha Kissell	Mainframe	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000442111	Cindy Huish	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000442176	Kara Verner	Application	Password	None		TIR Missed: Yes	5.47
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	63.55

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Health

INC000000442182	Cindy Page	Application	None	Medicaid Managed Care System	TIR Missed: Yes	1.75
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: No	1.75
INC000000442187	Barbara Brownell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000442197	Sanwat Chaudhuri	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000442264	Vanonda Kern	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000442270	Carolyn Evans	PC/Laptop	Performance	None	TIR Missed: No	0.79
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	4.49
INC000000442303	Karen Mangum	None	None	None	TIR Missed: No	0.40
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: Yes	7.63
INC000000442306	Carrie Reed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000442308	Cindy Huish	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000442318	Jeanette Little	Mainframe	Password	BlueZone	TIR Missed: Yes	1.22
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	1.31
INC000000442320	Chad Campbell	Application	Error	Novell GroupWise	TIR Missed: Yes	1.18
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	1.27
INC000000442336	Eden Anderson	None	None	None	TIR Missed: No	0.41
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.54
INC000000442357	Julie Moore	PC/Laptop	Hardware	None	TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.54
INC000000442360	Carrie Reed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000442400	Bobbi Hansen	PC/Laptop	Error	None	TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.08
INC000000442446	Larry Tooley	Application	Error	None	TIR Missed: No	0.36
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.00
INC000000442448	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.07
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.09
INC000000442451	Kara Verner	PC/Laptop	Hardware	None	TIR Missed: No	0.27
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: Yes	8.84

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Health

INC000000442487	Diane Franke	None	None	None		TIR Missed: No	0.54
Help Desk	Vicky Marrelli	Health	Low	Closed		TTR Missed: No	0.60
INC000000442556	Rhonda Lee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Health	Low	Closed		TTR Missed: No	0.42
INC000000442593	Jaime Lund	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed		TTR Missed: No	0.00
INC000000442597	Amy Sands	None	None	Novell GroupWise		TIR Missed: No	0.00
Application Services	Paul Lundell	Health	Low	Closed		TTR Missed: No	0.99
INC000000442697	Jodi Finlayson	Network	Error	None		TIR Missed: No	0.34
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed		TTR Missed: No	0.80
INC000000442699	Lynnette Godfrey	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.33
Metro D Desktop Support	Steve Gibb	Health	Low	Closed		TTR Missed: No	1.01
INC000000442746	Diane Franke	Telecom	Voice Mail	Telephone		TIR Missed: No	0.69
Voice Operations	Romanza Hamblin	Health	Low	Closed		TTR Missed: No	0.74
INC000000442804	Rich Blumenauer	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000442805	Rich Blumenauer	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.00
INC000000442822	Purita Buck	Network	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed		TTR Missed: No	0.02
INC000000442854	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.23
Operations Production Control	Duane Hardy	Health	Low	Closed		TTR Missed: No	0.40
INC000000442888	Teri McPhail	Application	None	Novell Messenger		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed		TTR Missed: No	0.00
INC000000442921	Kathryn Marti	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed		TTR Missed: No	0.00
INC000000442923	Brandi Frandsen	Application	None	State Payroll Time Entry System		TIR Missed: Yes	2.25
Help Desk	Julie VanBeekum	Health	Low	Closed		TTR Missed: No	2.25
INC000000442947	Larry Tooley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
Voice Operations	Romanza Hamblin	Health	Low	Closed		TTR Missed: No	0.26
INC000000442951	Barbara Brownell	Application	Error	Internet Explorer		TIR Missed: Yes	1.10
Metro D Desktop Support	Steve Gibb	Health	Low	Closed		TTR Missed: No	3.23
INC000000442966	Eunetta Button	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Health	Low	Closed		TTR Missed: No	0.00

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Health

INC000000442967	Alexandria Leffler	Application	Error	BMI		TIR Missed: No	0.53
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.19
INC000000442991	Barbara Jepson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000442998	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.20
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.20
INC000000443023	Jacob L Crook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000443054	Richard Cumba	Application	None	Fleet Focus		TIR Missed: No	0.40
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	4.31
INC000000443072	Tracy Freeman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000443162	Chris Peper	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Health	Low	Closed	TTR Missed: No	0.00
INC000000443187	Robert Rolfs	Mobile Devices	Error	Ipads		TIR Missed: No	0.07
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	1.51
INC000000443194	Lori Savoie	PC/Laptop	Hardware	None		TIR Missed: Yes	1.22
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	21.67
INC000000443241	Tanayia Pomikala	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000443270	Rhonda Lee	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.26
INC000000443286	Karen Tsuyuki	Network	Incident	Novell eDirectory		TIR Missed: No	0.57
	Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	0.57
INC000000443331	Lynn Martinez	Application	None	Microsoft Office 2003 Professio		TIR Missed: No	0.42
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.25
INC000000443390	Tricia Matz-Underwood	None	None	None		TIR Missed: No	0.41
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.41
INC000000443398	Catherine Groseclose	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000443438	Jana Coombs	None	None	None		TIR Missed: No	0.71
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	1.00
INC000000443456	Emma Chacon	Application	Password	Medicaid Managed Information		TIR Missed: No	0.17
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.17

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Health

INC000000443473	Marilee Poulson Metro D Help Desk	Network John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443499	Tami Spencer Voice Operations	Telecom Britany Finlay	None Health	Telephone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443624	Darin Dennis Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443654	Amber Kelly Metro D Hosting	Network Shawn Goble	None Health	None Low	TIR Missed: No TTR Missed: No	0.22 0.64
INC000000443698	Kara Verner Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443718	Evelyn Gowans Metro D Desktop Support	Application Eldon Jenson	Error Health	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.44 0.63
INC000000443733	Wanda Gutierrez Help Desk	Application Vicky Marrelli	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443744	Shauna Simmons Metro C West Desktop Support	None Cody Flanders	None Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443752	Wanda Gutierrez Help Desk	Network Vicky Marrelli	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.16 0.46
INC000000443760	Terri C Johnson Strategic Communications	EIS Hardware Dennis Rogers	None Health	None Low	TIR Missed: No TTR Missed: No	0.63 2.09
INC000000443894	Chuck Cruz Application Services	Mobile Devices Dustin Crump	Error Health	Ipads Low	TIR Missed: No TTR Missed: No	0.62 1.23
INC000000443918	Angela Ward Metro D Desktop Support	PC/Laptop Michael Schmidt	Performance Health	None Low	TIR Missed: No TTR Missed: No	0.44 2.01
INC000000443921	Nicole Luscher Help Desk	Application Vicky Marrelli	Reporting Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443923	Ruth Fullmer Help Desk	Application Vicky Marrelli	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000443929	Mitzi Bigelow Metro D Desktop Support	Network Eldon Jenson	Virus Health	None Low	TIR Missed: No TTR Missed: No	0.16 2.89
INC000000443964	Sanwat Chaudhuri Metro D Help Desk	None Jed Patrick	None Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000444042	Stephanie Robinson Campus Networking	Application Jordy Davis	Error Health	None Low	TIR Missed: Yes TTR Missed: Yes	2.06 42.37

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Health

INC000000444153	Elizabeth Fisher	Application	Error	Novell GroupWise	TIR Missed: No	0.16
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	1.07
INC000000444259	Marcee Mortensen	Application	Error	Novell GroupWise	TIR Missed: Yes	3.66
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	3.70
INC000000444262	Beverly Jackson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	
INC000000444314	Ann J Carrillo	PC/Laptop	Error	None	TIR Missed: No	0.70
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.47
INC000000444318	Kara Verner	Application	Error	Novell GroupWise	TIR Missed: No	0.60
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	3.02
INC000000444352	Paula McGuire	None	None	None	TIR Missed: No	0.68
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	2.30
INC000000444355	Annalyn Beers	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000444356	Dennis Tingey	None	None	None	TIR Missed: No	0.55
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.98
INC000000444379	Marilee Poulson	Network	None	None	TIR Missed: No	0.17
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.17
INC000000444426	Dana B Gauthier	Network	Password	Women, Infant, and Children N	TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000444479	Tracy Barkley	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.44
INC000000444543	Christina Perry	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000444608	Dayna Christenson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000444615	Nicole Luscher	Application	Reporting	None	TIR Missed: No	0.95
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	1.29
INC000000444693	Steven Jones	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000444697	Chad Campbell	None	None	None	TIR Missed: No	0.70
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	1.33
INC000000444710	Tori Welling	Network	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low Closed	TTR Missed: No	0.00

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Health

INC000000444713	Tori Welling	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000444716	Grace Serna	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	1.65
INC000000444760	Kim Bond	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	2.18
INC000000444820	Cynthia Alexander	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.35
	Metro D Desktop Support	Eldon Jenson	Health	Medium	Closed	TTR Missed: No	0.54
INC000000444850	Shaheen Hossain	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000444985	Rebecca Fronberg	Application	Reporting	Novell GroupWise		TIR Missed: No	0.83
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.83
INC000000445027	Emily L Davis	Application	Error	BMI		TIR Missed: No	0.76
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.88
INC000000445069	Jacob L Crook	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	0.23
INC000000445084	Marcel Bibeault	Application	Error	Laboratory Information Manager		TIR Missed: No	0.34
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.58
INC000000445085	Amanda Sok	Telecom	Voice Mail	Telephone		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	0.08
INC000000445142	Brett Cross	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000445168	Robert Rolfs	Application	None	Novell GroupWise		TIR Missed: No	0.22
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.25
INC000000445188	Alexandra Davis	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000445243	Purita Buck	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000445248	Tracy Luoma	Application	Error	Novell GroupWise		TIR Missed: Yes	1.13
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.18
INC000000445293	Rebecca Fronberg	Network	Password	Novell GroupWise		TIR Missed: No	0.06
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.06
INC000000445301	Tad Purser	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000445499	Kim Bond	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.65
	Rural Central Desktop Support	Ron LeBaron	Health	Low Closed	TTR Missed: No	1.65
INC000000445569	Candace Bleazard	Application	None	State Payroll Time Entry System	TIR Missed: No	0.66
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.00
INC000000445578	Michael R Jensen	Network	Incident	None	TIR Missed: No	0.69
	Campus Networking	David Sedei	Health	Low Closed	TTR Missed: No	0.72
INC000000445641	Tracy Barkley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000445644	Cindy Page	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000445686	Cindy Page	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000445716	Charles Hawley	Mobile Devices	Error	iPhone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000445761	Trecia Carpenter	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000445812	Marie Aschliman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000445835	Kara Verner	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.47
INC000000445879	Dee Salisbury	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000445969	Diane Hartford	None	None	None	TIR Missed: No	0.00
	Metro D Hosting	Shawn Goble	Health	Low Closed	TTR Missed: No	0.00
INC000000446082	Dee Salisbury	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Closed	TTR Missed: No	0.00
INC000000446098	Dee Salisbury	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	Eileen Dubach	Health	Low Closed	TTR Missed: No	0.18
INC000000446130	Patrice Morley	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.00
INC000000446147	Cecelia Richins	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000446187	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.14
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.17

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INC000000446190	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed:	No	0.13
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed:	No	0.16
INC000000446194	Nanette Waters	None	None	None		TIR Missed:	No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.27
INC000000446199	Nanette Waters	None	None	None		TIR Missed:	No	0.23
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.23
INC000000446202	Nanette Waters	None	None	None		TIR Missed:	No	0.23
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.23
INC000000446228	Nanette Waters	Application	Password	BlueZone		TIR Missed:	No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.27
INC000000446229	Karen Packard	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.00
INC000000446240	Nanette Waters	Application	Password	BlueZone		TIR Missed:	No	0.24
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.24
INC000000446245	Nanette Waters	Application	Password	BlueZone		TIR Missed:	No	0.25
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.25
INC000000446281	Lorna Ward	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	0.32
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed:	No	1.82
INC000000446319	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed:	No	0.29
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed:	No	0.29
INC000000446405	Kathleen Smart	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed:	No	0.00
INC000000446422	Kathleen Smart	Application	Password	Novell Messenger		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed:	No	
INC000000446440	Kathleen Smart	Application	Password	Novell Messenger		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Health	Low	Closed	TTR Missed:	No	0.37
INC000000446452	Karyn Leniek	None	None	None		TIR Missed:	No	0.37
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed:	Yes	19.89
INC000000446463	Bobbi Hansen	PC/Laptop	Hardware	None		TIR Missed:	No	0.29
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed:	No	4.68
INC000000446473	Darilyn Chacon	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000446526	Carol Keller	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.00

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Health

INC000000446548	John Slade	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000446560	Mykio Saracino	Network	None	None	TIR Missed: No	0.57
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: Yes	47.45
INC000000446658	Carol Lowder	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000446677	Deborah Turner	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000446694	Lois Boomer	Application	Password	Novell GroupWise	TIR Missed: No	0.57
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.21
INC000000446710	Kathryn Marti	PC/Laptop	Performance	None	TIR Missed: No	0.16
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	4.89
INC000000446728	Trecia Carpenter	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.52
INC000000446743	Craig Mitchell	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000446744	Carol Rasmussen	Application	Error	BMI	TIR Missed: No	0.91
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.80
INC000000446778	Lisa DuPray	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.05
	Help Desk	Eileen Dubach	Health	Low Closed	TTR Missed: No	0.05
INC000000446845	Harper Randall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.61
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: Yes	9.88
INC000000446874	Angela Rhoades	Network	Error	None	TIR Missed: Yes	1.14
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.85
INC000000446893	Christine Jones	Application	Error	Novell GroupWise	TIR Missed: No	0.76
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.76
INC000000446897	Brett McIlff	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.70
INC000000447002	Craig Mitchell	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000447117	Debra McBride	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000447120	Sylinda Lee	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.97

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Health

INC000000447185	Melanie Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Health	Low Closed	TTR Missed: No	0.00
INC000000447240	Diane Franke	PC/Laptop	Performance	None	TIR Missed: No	0.26
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.26
INC000000447247	Diane Franke	Telecom	None	None	TIR Missed: No	0.13
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.13
INC000000447262	Carolyn Lund	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000447394	Janine Whaley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.13
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	4.88
INC000000447434	Amy Schouten	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000447437	Gambrelli Layco	Network	None	Cisco Network Assistant	TIR Missed: Yes	1.46
	Metro D Hosting	Sean McMillan	Health	Low Closed	TTR Missed: No	3.63
INC000000447438	Wendy Howard	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000447439	Barton Wiest	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000447442	Carolyn Evans	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000447459	Jan Case	Application	Error	None	TIR Missed: No	0.21
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	3.64
INC000000447460	Jenniel Allen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.13
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.96
INC000000447554	Karla Matheson	Application	Error	Microsoft Word	TIR Missed: No	0.83
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.58
INC000000447572	Nanette Waters	None	None	None	TIR Missed: Yes	1.10
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	1.11
INC000000447588	Rebecca Fronberg	None	None	Novell GroupWise	TIR Missed: No	0.21
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.21
INC000000447600	Margaret Riley	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.71
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: Yes	7.47
INC000000447616	Tong Zheng	None	None	None	TIR Missed: No	0.58
	Metro D Hosting	Terry Forsgren	Health	Low Closed	TTR Missed: No	0.62

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Health

INC000000447617	Doug Springmeyer	Mobile Devices	Error	iPhone		TIR Missed: No	0.18
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.61
INC000000447627	Karla Matheson	Telecom	Call Management	Telephone		TIR Missed: No	0.07
	Voice Operations	Britany Finlay	Health	Low	Closed	TTR Missed: No	1.50
INC000000447630	John Slade	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000447645	Marcel Bibeault	Application	Error	Laboratory Information Manager		TIR Missed: No	0.68
	Application Services	Tony Larsen	Health	Medium	Closed	TTR Missed: No	0.69
INC000000447705	Saili Eli	Telecom	Call Management	Telephone		TIR Missed: No	0.09
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.89
INC000000447786	Joshua Legler	None	None	None		TIR Missed: No	0.03
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.13
INC000000447792	Nanette Waters	None	None	None		TIR Missed: No	0.07
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.69
INC000000447793	Amber Kelly	None	None	None		TIR Missed: No	0.43
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.83
INC000000447824	Heather Rich	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.00
INC000000447842	Teresa A Brechlin	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	0.31
INC000000447918	Linda Auger	Application	Password	Novell GroupWise		TIR Missed: No	0.11
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.11
INC000000447969	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000447997	Shanna Anderson	Application	Error	Employee Gateway		TIR Missed: No	0.34
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.34
INC000000448009	Catherine Hoelscher	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	3.99
INC000000448025	Terre Lashier	Application	Reporting	Novell GroupWise		TIR Missed: No	0.81
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.95
INC000000448052	Cristy Sneddon	Storage	None	None		TIR Missed: No	0.10
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No	2.76
INC000000448084	Laurie Ocobock	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.81

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Health

INC000000448088	David Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000448102	Tim Morley	None	None	None	TIR Missed: No	0.14
	Metro D Hosting	Shawn Goble	Health	Low Closed	TTR Missed: No	0.25
INC000000448123	Shelly Wykoff	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000448141	Joel Manwill	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Closed	TTR Missed: No	0.00
INC000000448162	Karlee Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000448231	Eric C. Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000448304	Adrienne Alward	Application	None	Novell GroupWise	TIR Missed: No	0.37
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.37
INC000000448315	Jennifer Green	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.17
INC000000448327	Shanna Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000448349	Sandy Spencer	Network	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.02
INC000000448408	Jesika Connell	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000448412	Karen Tsuyuki	Network	Error	None	TIR Missed: No	0.25
	Metro D Hosting	Randy Taylor	Health	Low Closed	TTR Missed: No	2.27
INC000000448434	Meghan Balough	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000448437	Heather Santacruz	Application	Password	Utah Master Directory	TIR Missed: No	0.45
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.75
INC000000448439	Amber Gourley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000448470	Melissa Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000448486	Phillip Gresham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00

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INC000000448585	Rett Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000448593	Julia Hall	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000448607	Kathy Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000448634	Nanette Waters	None	None	None		TIR Missed: No	0.04
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.54
INC000000448636	Karen Tsuyuki	Application	None	None		TIR Missed: No	0.50
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No	1.38
INC000000448660	Nanette Waters	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.00
INC000000448686	Carrie Reed	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Health	Low	Closed	TTR Missed: No	0.00
INC000000448700	Debra Miller	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Health	Low	Closed	TTR Missed: No	0.00
INC000000448861	Ryan Knight	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000448880	Ryan Knight	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000448898	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.30
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34
INC000000448913	Cindy Carner	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000448920	Lanette Sorensen	Network	Performance	None		TIR Missed: No	0.24
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.24
INC000000449020	Willow Greer	None	None	None		TIR Missed: No	0.47
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.68
INC000000449087	Susan Rugg	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000449095	Cindy Carner	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000449112	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.88
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.90

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INC000000449139	Michelle Lewis	None	None	None		TIR Missed: No	0.81
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.81
INC000000449196	Merrila Erickson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000449202	Karin Elliott	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000449256	Patrice Morley	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.21
INC000000449265	Patrice Morley	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.04
INC000000449275	Allan Liu	Network	Virus	None		TIR Missed: No	0.21
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.65
INC000000449301	Rett Hansen	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000449448	Keith Stephens	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.00
INC000000449475	Linda Beal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.73
INC000000449521	Carolyn Lund	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000449534	Sarah Roundy	Application	None	None		TIR Missed: No	0.85
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.28
INC000000449542	Linda Beal	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000449553	Margaret Riley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000449556	Sara Connell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000449736	Bobbi Hansen	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: Yes	6.15
INC000000449737	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.10
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.29
INC000000449742	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.18
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.28

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INC000000449771	Susan Dickinson	Application	Error	Microsoft Word	TIR Missed: No	0.14
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.33
INC000000449777	Tami Spencer	Application	Error	Avaya IP Softphone	TIR Missed: No	0.49
	Metro A Desktop Support	Tracy VanderVaart	Health	Low Closed	TTR Missed: No	3.84
INC000000449786	Nichoal Keyes	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low Closed	TTR Missed: No	3.50
INC000000449814	Debbie Bennion	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000449832	Lynn Startup	Application	Error	Novell Messenger	TIR Missed: Yes	1.28
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.21
INC000000449838	Larry Tooley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000449938	Angela Cristaudo	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000449954	Roger Norman	Application	None	Internet Explorer	TIR Missed: No	0.28
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.47
INC000000450002	Patricia Wilkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low Closed	TTR Missed: No	0.00
INC000000450063	Rick Sorenson	Mainframe	Error	Medicaid Managed Information :	TIR Missed: No	0.41
	Operations Production Control	Duane Hardy	Health	Medium Closed	TTR Missed: No	0.49
INC000000450066	Brandi Frandsen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Closed	TTR Missed: No	0.00
INC000000450090	Colleen Earl	Application	Error	Novell GroupWise	TIR Missed: No	0.59
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.17
INC000000450169	Kim Shinkosky	Application	Error	BMI	TIR Missed: No	0.57
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.57
INC000000450207	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.07
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.13
INC000000450218	Patricia Wilkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low Closed	TTR Missed: No	0.00
INC000000450229	Cindy Page	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000450404	Rick LaDue	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00

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INC000000450409	Ali Lanza	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	1.21
INC000000450433	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.17
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.23
INC000000450443	Julie Moore	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.29
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.93
INC000000450444	Jennefer Brynjulfson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000450456	Rita Ramirez	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000450481	Jo Anna Larsen	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000450486	Jenny Allred	Application	Password	Novell GroupWise		TIR Missed: No	0.48
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.48
INC000000450550	Chris Sandoval	Application	Password	None		TIR Missed: No	0.74
	Metro D Hosting	Randy Taylor	Health	Low	Closed	TTR Missed: No	1.67
INC000000450578	Julie Moore	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.73
INC000000450603	Gayle Monks	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000450604	Debra Miller	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.33
INC000000450632	Alexander Wu	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000450641	Carol Clawson	Application	Error	Novell GroupWise		TIR Missed: No	0.24
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: Yes	12.51
INC000000450661	Cassandra Fairclough	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.82
INC000000450662	Scott Ellis	None	None	None		TIR Missed: No	0.20
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.99
INC000000450668	David Meadows	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.76
INC000000450675	Debra Miller	PC/Laptop	Error	None		TIR Missed: No	0.30
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	1.34

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Health

INC000000450681	Jenniel Allen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000450687	Angela Cristaudo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000450691	Angela Cristaudo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.49
	Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	0.75
INC000000450697	Jenniel Allen	None	None	None		TIR Missed: No	0.18
	Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	0.74
INC000000450718	Brandi Frandsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.86
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.86
INC000000450724	Patrice Morley	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.76
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.76
INC000000450732	Kathy Paras	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.33
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.47
INC000000450746	Adrienne Alward	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.55
	Metro D Hosting	Shawn Goble	Health	Low	Closed	TTR Missed: No	1.59
INC000000450748	Willow Greer	Mainframe	Password	BlueZone		TIR Missed: No	0.32
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.47
INC000000450750	Karla Matheson	Application	Error	Microsoft Office		TIR Missed: No	0.23
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.73
INC000000450767	Kathy Paras	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000450769	Deborah Kim	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.24
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.24
INC000000450785	Sue Hopper	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000450796	Jerry Carlile	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.34
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.28
INC000000450803	Doug Springmeyer	Application	Error	Internet Explorer		TIR Missed: No	0.29
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	14.05
INC000000450864	Christine Warren	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000450865	Sue Hopper	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000450882	Sarah Roundy	None	None	Lyris List Server	TIR Missed: No	0.19
Help Desk		Sarah Johnson	Health	Low Closed	TTR Missed: No	4.09
INC000000450901	Susan Russell	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
Voice Operations		Gail Christiansen	Health	Low Closed	TTR Missed: No	0.16
INC000000450990	Elizabeth McElreath	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000450996	Nanette Waters	None	None	None	TIR Missed: No	0.45
Operations Production Control		Duane Hardy	Health	Low Closed	TTR Missed: No	0.48
INC000000451043	Amanda Yoshida	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000451049	Julie Moore	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support		Eldon Jenson	Health	Low Closed	TTR Missed: No	0.04
INC000000451051	Kris Larrabee	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support		Eldon Jenson	Health	Low Closed	TTR Missed: No	0.02
INC000000451073	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.22
Operations Production Control		Cal Brinton	Health	Low Closed	TTR Missed: No	0.22
INC000000451087	Judy Ruiz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000451136	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.15
Operations Production Control		Cal Brinton	Health	Low Closed	TTR Missed: No	0.18
INC000000451150	Amanda Yoshida	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000451175	Lori Savoie	None	None	None	TIR Missed: No	0.57
Help Desk		Sarah Johnson	Health	Low Closed	TTR Missed: No	1.80
INC000000451184	Simon Bolivar	None	None	None	TIR Missed: No	0.54
Metro D Help Desk		Jed Patrick	Health	Low Closed	TTR Missed: No	0.54
INC000000451449	Jennefer Brynjulfson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000451451	Nanette Waters	None	None	None	TIR Missed: Yes	1.12
Operations Production Control		Duane Hardy	Health	Low Closed	TTR Missed: No	1.20
INC000000451459	Edwin Espinel	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low Closed	TTR Missed: No	5.42
INC000000451467	Cindy Scharman	Application	Error	Medicaid Managed Information	TIR Missed: No	0.15
Operations Production Control		Duane Hardy	Health	Low Closed	TTR Missed: No	0.93

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Health

INC000000451471	Annette Leonard	Mainframe	Error	Medicaid Managed Information	TIR Missed: Yes	2.91
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: No	2.91
INC000000451473	Curtis Burk	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000451486	Linda Schiele	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000451526	Bobbie Lou Anderson	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.37
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.37
INC000000451553	Sam Vanous	PC/Laptop	Performance	None	TIR Missed: No	0.37
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.22
INC000000451592	Larene Adams	None	None	None	TIR Missed: No	0.40
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.40
INC000000451617	David Antell	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000451637	Karla Matheson	Application	Error	BMI	TIR Missed: No	0.53
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	3.47
INC000000451641	Barton Wiest	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	4.38
INC000000451646	Sylinda Lee	Application	Reporting	Novell GroupWise	TIR Missed: No	0.34
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.26
INC000000451660	Judy Ruiz	Application	Error	DB2 for Windows	TIR Missed: No	0.20
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.78
INC000000451671	Carol Clawson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000451674	Karin Elliott	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000451700	Jenny Allred	Mobile Devices	None	iPhone	TIR Missed: No	0.04
	Help Desk	Sarah Johnson	Health	Low Closed	TTR Missed: No	0.15
INC000000451729	Melissa Leak	None	None	None	TIR Missed: No	0.33
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.88
INC000000451736	Kim Hogan	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000451761	Nanette Waters	None	None	None	TIR Missed: No	0.46
	Operations Production Control	Cal Brinton	Health	Low Closed	TTR Missed: No	0.46

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Health

INC000000451814	Adrienne Alward	Application	Password	Citrix ICA Client	TIR Missed: Yes	1.45
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.55
INC000000451835	Adrienne Alward	None	None	None	TIR Missed: Yes	1.36
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	2.66
INC000000451844	Betty Foster	Application	Error	None	TIR Missed: Yes	1.02
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.83
INC000000451874	Lynn Meinor	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.57
INC000000451878	Darin Dennis	Network	Incident	Novell GroupWise	TIR Missed: No	0.36
	Application Services	Paul Lundell	Health	Low Closed	TTR Missed: No	0.47
INC000000451908	Michelle Lewis	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Health	Low Closed	TTR Missed: No	0.00
INC000000451945	Slava Kopelev	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000451949	Linda Schiele	EIS Hardware	PC/Laptop	None	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000451963	Judy Harris	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000452106	John Radmall	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000452114	Leslie Clark	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.68
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: Yes	6.04
INC000000452117	Janet Scarlet	Application	Error	ZENworks for Desktops	TIR Missed: No	0.68
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.16
INC000000452129	Carolyn Evans	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000452150	Tanayia Pomikala	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.35
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	3.71
INC000000452253	Rick LaDue	Application	None	None	TIR Missed: Yes	1.08
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	3.64
INC000000452261	Vanya Tanner	Application	None	Novell GroupWise	TIR Missed: No	0.96
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.96
INC000000452296	Robert Mayhew	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00

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Health

INC000000452360	Teresa Whiting	Application	Reporting	Novell GroupWise	TIR Missed: Yes	1.34
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.67
INC000000452411	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.77
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.77
INC000000452430	Richard Cumba	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.83
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.39
INC000000452434	Jennefer Brynjulfson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000452545	Lynne MacLeod	PC/Laptop	Hardware	None	TIR Missed: No	0.60
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.95
INC000000452560	Melissa Leak	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.05
INC000000452577	Jenniel Allen	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000452628	Julie Mark	Application	Error	Medicaid Managed Information :	TIR Missed: Yes	4.96
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: No	4.96
INC000000452631	Jennefer Brynjulfson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000452642	Alexandria Leffler	Telecom	Voice Mail	Telephone	TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin	Health	Low Closed	TTR Missed: No	1.03
INC000000452673	Chad Campbell	Application	None	None	TIR Missed: No	0.28
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.28
INC000000452683	Paola Velez	EIS Hardware	PC/Laptop	None	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
INC000000452838	Toni Shepard	Application	Reporting	Medicaid Managed Information :	TIR Missed: Yes	2.19
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: No	2.19
INC000000452875	Rick Sorenson	Application	Error	Medicaid Managed Information :	TIR Missed: Yes	1.62
	Application Support - MMIS	John Campbell	Health	Low Closed	TTR Missed: No	1.62
INC000000452877	Becky Tyler	PC/Laptop	Error	None	TIR Missed: No	0.56
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.68
INC000000452893	Kathleen Smart	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.00
INC000000452915	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.27
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.29

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Health

INC000000452919	Alyssa Gulrajani	Application	Error	Laboratory Information Manager	TIR Missed: Yes	1.42
	Application Support - LIMS	Steven Tuttle	Health	Low Closed	TTR Missed: Yes	22.98
INC000000452977	Debbie Snyder	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000452978	David Jackson	Network	Incident	None	TIR Missed: No	0.43
	Metro D Hosting	Danny Simmons	Health	Low Closed	TTR Missed: No	0.43
INC000000452979	Arleen Watkins	Network	Incident	None	TIR Missed: No	0.62
	Metro D Hosting	Terry Forsgren	Health	Low Closed	TTR Missed: No	0.75
INC000000452982	Debbie Snyder	Telecom	None	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Closed	TTR Missed: No	0.00
INC000000453246	Michelle Hale	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000453289	Julie Moore	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000453459	Bobbie Lou Anderson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin	Health	High Closed	TTR Missed: No	0.14
INC000000453468	Rett Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000453480	Toni Fightmaster	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000453522	Sandy Foxley	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.06
	Rural North Desktop Support	Ryan Casey	Health	Low Closed	TTR Missed: No	1.06
INC000000453567	John Curless	Network	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.02
INC000000453578	Allan Liu	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.74
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.74
INC000000453583	Barbara Brownell	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.03
INC000000453606	Greg Bateman	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Health	Low Closed	TTR Missed: No	1.13
INC000000453610	Darlene Benson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Health	Low Closed	TTR Missed: No	2.13
INC000000453612	Arleen Watkins	Application	Password	ZENworks for Desktops	TIR Missed: No	0.85
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.46

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Health

INC000000453658	Kathy Cordova	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000453693	Lloyd Berentzen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	1.83
INC000000453710	Judy Harris	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000453730	Dana B Gauthier	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000453758	Barbara Brownell	Network	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.20
INC000000453794	Kimberly McNamara	Application	Password	Remedy Service Request Mana		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000453807	Jason Mott	None	None	None		TIR Missed: No	0.33
	Metro D Hosting	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.65
INC000000453821	Rita Ramirez	Network	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000453834	Barbara Brownell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000453861	Gayle Monks	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000453935	Kathleen Smart	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000453992	Marilee O'Conner	Network	Incident	None		TIR Missed: No	0.14
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.14
INC000000454001	Marilee O'Connor	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Kelly Johnson	Health	Low	Closed	TTR Missed: No	3.04
INC000000454053	Mitzi Bigelow	Mainframe	Password	None		TIR Missed: No	0.27
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.27
INC000000454151	Rachelle Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000454200	Karla Matheson	Telecom	Hardware	Telephone		TIR Missed: No	0.15
	Voice/Data/WAN Services	Mike Johnson	Health	Low	Closed	TTR Missed: No	0.68
INC000000454240	Karla Matheson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Health	Low	Closed	TTR Missed: No	0.16

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INC000000454349	Kathy Paras Metro D Help Desk	None Jed Patrick	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454358	Linda Auger Voice Operations	Telecom Romanza Hamblin	None Health	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454358	Linda Auger Voice Operations	Telecom Romanza Hamblin	None Health	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454383	Nanette Waters Operations Production Control	Application Cal Brinton	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.21
INC000000454387	Nanette Waters Operations Production Control	Application Cal Brinton	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.21
INC000000454389	Nanette Waters Operations Production Control	Application Cal Brinton	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.22
INC000000454390	Nanette Waters Operations Production Control	Application Cal Brinton	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.23
INC000000454441	Kathy Cordova Operations Production Control	None Christie Burnham	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454469	Edwin Espinel Metro D Desktop Support	Network Philip Henderson	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.73
INC000000454474	Rachelle Boulton Metro D Help Desk	Network Doug Brown	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.37 1.44
INC000000454475	Elizabeth McElreath Metro D Help Desk	None Jed Patrick	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454497	Nanette Waters Operations Production Control	Application Christie Burnham	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.07
INC000000454527	Heather Seve Metro D Help Desk	None Doug Brown	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454578	Lana Adams Rural North Desktop Support	Network Ruston McKay	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000454587	Michelle Grossman Metro B Desktop Support	PC/Laptop Michael Barth	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.26 1.78
INC000000454618	Nanette Waters Operations Production Control	Application Christie Burnham	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.16
INC000000454620	Scott Ellis Metro D Desktop Support	Application Michael Schmidt	Password Health	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.58 0.90

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INC000000454634	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.11
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.11
INC000000454648	Shelba Rich	Mainframe	Password	BlueZone		TIR Missed: No	0.56
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.56
INC000000454659	Nghia Nguyen	PC/Laptop	None	None		TIR Missed: No	0.47
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.47
INC000000454663	Jolene Whitney	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000454687	Richard Cumba	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.17
INC000000454795	Carol Keller	Application	Password	Medicaid Managed Information		TIR Missed: No	0.12
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.12
INC000000454833	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.28
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.31
INC000000454860	Cynthia Alexander	Application	Reporting	Novell GroupWise		TIR Missed: No	0.32
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.92
INC000000454927	Eric C. Christensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.34
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.67
INC000000454940	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.13
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.17
INC000000454944	Jennefer Brynjulfson	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	1.23
INC000000454987	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.11
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.12
INC000000455038	Audra Solovi	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000455090	Becky Tyler	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000455092	Paola Velez	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00